



A. R. O'Neill
Ford Motor Company
P. O. Box 1804
Dearborn, Michigan 48121

May 2002

Safety Recall 02S36

Mr. John Sample
123 Main Street
Anywhere, USA 12345

Your Vehicle Identification Number (VIN): 12345678901234567

This notice is sent to you in accordance with the requirements of the National Traffic and Motor Vehicle Safety Act.

Ford Motor Company has decided that a defect, which relates to motor vehicle safety, exists in certain 1996 through 1998 Windstar vehicles originally sold or currently registered in high corrosion States and Provinces.

Ford Motor Company apologizes for this situation and wants to assure you that, with your assistance we will correct this condition.

What the issue is ... The right front brake fluid line on your Windstar may have been assembled such that it is in contact with the dash panel insulator which insulates the floor of your vehicle from heat produced by your engine during operation. Over time, this contact may remove the corrosion protection of the brake line and, when combined with heat from the catalytic converter and road salt used in the winter, cause the brake fluid line to corrode. This corrosion, if severe, may cause the brake fluid line to leak and reduce the braking performance of your Windstar.

What Ford Motor Company and your dealer will do ... Ford Motor Company will inspect your vehicle's right front brake fluid line for leakage, corrosion and contact with the dash panel insulator. Depending on the results of the inspection, your dealer may replace the brake fluid line, reposition the brake fluid line or take no action. Your dealer will perform this service free of charge (parts, if required, and labor).

How long will it take? The time needed for this repair is less than one-half day. However, due to service scheduling requirements, your dealer may need your vehicle for a longer period of time.

What we are asking you to do ... Call your dealer without delay. If you do not already have a servicing dealer, please access www.dealerconnection.com for dealer addresses, maps, and driving instructions. Ask for a service date for Safety Recall 02S36.

When you bring your vehicle in, show the dealer this letter. However, if you misplace this letter, your dealer will still do the work, free of charge.

**If you have already
paid for this service ...**

If you paid to have this service done before the date of this letter, Ford is offering a refund. To receive the refund, please give your paid original receipt to your dealer. To avoid delays, do not send receipts to Ford Motor Company.

**If you have changed
address or sold the
vehicle ...**

Please fill out the enclosed prepaid postcard and mail it to us so we can update our records. If you have sold the vehicle, the information you provide on the postcard will be used to notify the new owner about this Safety Recall.

**If you have
concerns ...**

If you have trouble getting your vehicle repaired in a reasonable time and without charge, please contact your dealership's Service Manager for assistance. If you still have concerns, please contact the Ford Motor Company Customer Relationship Center and one of our representatives will be happy to assist you:

Call (888) 436-7332

Office Hours (Eastern Time Zone)

Monday through Friday: 8AM – 11PM

Saturday: 8AM – 8PM

Hearing impaired call (800) 232-2862. TDD for the hearing impaired.

**Or you may contact us
through the Internet ...**

www.ownerconnection.com

If you are still having trouble getting your vehicle repaired and without charge, you may write the Administrator, National Highway Traffic Safety Administration, 400 Seventh Street S. W., Washington, D. C. 20590 or call the toll free Auto Safety Hotline at 1-888-327-4236 or 1-800-424-6363.

**Quality Care service is
there for you all year
long.**

QualityCare
by Ford Service

Quality Care is the commitment of Ford Motor Company and its dealerships to provide you with a superior service and ownership experience. While we regret the inconvenience caused by this program, we stand committed with our dealers to assist you with all of your automotive service needs. With our nationwide dealer network, we're here to ensure you receive Quality Care service so that your vehicle maintains peak performance throughout your ownership experience.

We pride ourselves on becoming the world's leading Consumer Company providing automotive products and services. Thank you for your attention to this important matter.

Sincerely,



Ann O'Neill

Director

Vehicle Service and Programs